



Bibliographic data

Hitlist entry 2 / 4

Document JP002004030005AA (Pages: 1)

Navigation in hitlist



Criterion	Field	Contents
Title	TI	[EN] METHOD FOR SUPPORTING CUSTOMER OF ELECTRICAL HOME APPLIANCE
Applicant	PA	MATSUSHITA ELECTRIC IND CO LTD
Inventor	IN	NAGUMO KATSUMI
Application date	AD	24.06.2002
Application number	AN	2002182586
Country of application	AC	JP
Publication date	PUB	29.01.2004
Priority data	PRC PRN PRD	
IPC main class	ICM	<u>G06F 17/60</u>
IPC subclass	ICS	<u>F24F 11/02</u> ; <u>H04Q 9/00</u>
IPC additional information on description	ICA	
IPC index class	ICI	
Abstract	AB	[EN]

PROBLEM TO BE SOLVED: To provide a customer support method for diagnosing a failure occurring in an electrical home appliance from a remote location, proposing replacement with the compatible product of lower power consumption which provides the maximum advantages for a customer and indicating objective data at a low cost.

SOLUTION: For the inquiry of the failure of the electrical home appliance 1, the information of a customer operation procedure at failure reproduction and a corresponding response order is obtained from the remote location through the Internet 6. By a self-diagnostic means 9, at supplying the power of the electrical home appliance 1, at interrupting the power and while energizing the power, a response to the information / instruction of input is confirmed and the time sequence of operation contents instructed by the customer and the time sequence of the response contents are diagnosed. The diagnosed

result is transmitted from a network communication means 3 to a network communication means 4 and stored in the storage means 7 of a remote diagnosis / operation unit 2. Also, remote diagnosis is realized and the customer is supported directly and objectively by a person in charge of customer product maintenance of a maker.

COPYRIGHT: (C)2004,JPO

Information KORRINF
on correction

Cited CT
documents

Cited non- CTNP
patent
literature

[Back to result list](#) | [Print](#) | [PDF display](#) | [Close](#)

© DPMA 2001

